

WHAT IS CLAIMED IS:

1. A method comprising:
providing a line-by-line user interface to enable a user to question individual line items in a transaction, wherein the user interface provides multiple links to multiple destinations for multiple question types per line item to facilitate routing a user request to an appropriate destination based on its question type.
2. The method of claim 1 further comprising:
processing an eXtensible Markup Language (XML) representation of each of the individual line items to create the line-by-line user interface, wherein the XML representation includes tags within which the multiple links per line item are defined.
3. The method of claim 1 wherein the XML representation identifies a database from which data associated with a line item can be verified.
4. The method of claim 1 wherein for a line item, the multiple links comprise a first link to question the line item and a second link to dispute the line item.
5. The method of claim 1 wherein for a line item, the multiple links comprise a first link to question the line item and a second link to correct the line item.
6. The method of claim 1 wherein for a line item, the multiple links comprise a first link to question an amount of a product or a service associated with the line item and a second link to question a billing rate associated with the line item.
7. The method of claim 6 wherein the amount comprises an amount of time.
8. The method of claim 1 wherein the multiple links comprise a plurality of electronic mail addresses.

9. The method of claim 1 further comprising:

for a line item, providing an online form to receive user-entered text to direct to a user-selected one of the multiple links.

10. The method of claim 1 wherein the multiple links comprise a first link that facilitates communication with a human to address a first question type, and a second link that facilitates machine-to-machine communication to address a second question type without requiring human intervention.

11. The method of claim 1 wherein the user interface is integrated with a workflow or business process management tool to enable a maintainer to edit, amend and extend a process of routing user requests.

12. A system comprising:

a computer system to provide a line-by-line user interface to enable a user to question individual line items in a transaction, wherein the user interface provides multiple links to multiple destinations for multiple question types per line item to facilitate routing a user request to an appropriate destination based on its question type.

13. The system of claim 12 wherein the computer system comprises a user interface creator to process an eXtensible Markup Language (XML) representation of each of the individual line items to create the line-by-line user interface, wherein the XML representation includes tags within which the multiple links per line item are defined.

14. The system of claim 12 wherein the XML representation identifies a database from which data associated with a line item can be verified.

15. The system of claim 12 wherein for a line item, the multiple links comprise a first link to question the line item and a second link to dispute the line item.

16. The system of claim 12 wherein for a line item, the multiple links comprise a first link to question the line item and a second link to correct the line item.

17. The system of claim 12 wherein for a line item, the multiple links comprise a first link to question an amount of a product or a service associated with the line item and a second link to question a billing rate associated with the line item.

18. The system of claim 17 wherein the amount comprises an amount of time.

19. The system of claim 12 wherein the multiple links comprise a plurality of electronic mail addresses.

20. The system of claim 12 wherein the computer system is to provide, for a line item, an online form to receive user-entered text to direct to a user-selected one of the multiple links.

21. The system of claim 12 wherein the multiple links comprise a first link that facilitates communication with a human to address a first question type, and a second link that facilitates machine-to-machine communication to address a second question type without requiring human intervention.

22. The system of claim 12 wherein the user interface is integrated with a workflow or business process management tool to enable a maintainer to edit, amend and extend a process of routing user requests.

23. A computer-readable medium having computer-readable program code to direct a computer system to provide a line-by-line user interface to enable a user to question individual line items in a transaction, wherein the user interface provides multiple links to multiple destinations for multiple question types per line item to facilitate routing a user request to an appropriate destination based on its question type.

24. The computer-readable medium of claim 23 wherein the computer-readable program code directs the computer system to process an eXtensible Markup Language (XML) representation of each of the individual line items to create the line-by-line user interface, wherein the XML representation includes tags within which the multiple links per line item are defined.

25. The computer-readable medium of claim 23 wherein the XML representation identifies a database from which data associated with a line item can be verified.

26. The computer-readable medium of claim 23 wherein for a line item, the multiple links comprise a first link to question the line item and a second link to dispute the line item.

27. The computer-readable medium of claim 23 wherein for a line item, the multiple links comprise a first link to question the line item and a second link to correct the line item.

28. The computer-readable medium of claim 23 wherein for a line item, the multiple links comprise a first link to question an amount of a product or a service associated with the line item and a second link to question a billing rate associated with the line item.

29. The computer-readable medium of claim 28 wherein the amount comprises an amount of time.

30. The computer-readable medium of claim 23 wherein the multiple links comprise a plurality of electronic mail addresses.

31. The computer-readable medium of claim 23 wherein the computer-readable program code is to direct the computer system to provide, for a line item, an online form to receive user-entered text to direct to a user-selected one of the multiple links.

32. The computer-readable medium of claim 23 wherein the multiple links comprise a first link that facilitates communication with a human to address a first question type, and a second link that facilitates machine-to-machine communication to address a second question type without requiring human intervention.

33. The computer-readable medium of claim 23 wherein the user interface is integrated with a workflow or business process management tool to enable a maintainer to edit, amend and extend a process of routing user requests.